

Health Care Survey of DoD Beneficiaries



July 2002

SURVEY INSTRUCTIONS

Answer all the questions by checking the circle to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:

- ☐ Yes **Go to Question 1**
☐ No

Please return the completed questionnaire in the enclosed postage-paid envelope within **seven days**. If you have misplaced the envelope, our address is:

Office of the Assistant Secretary of Defense (Health Affairs)
c/o Survey Processing Center
PO Box 82660
Lincoln, NE 68501-9462

According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

Authority: 10 U.S.C., Chapter 55, Section 572, Public Law 102-484, E.O. 9397.

Purpose: This survey helps health policy makers gauge beneficiary satisfaction with the current military healthcare system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

Routine Uses: None

Disclosure: Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

----- SURVEY STARTS HERE -----

This survey is about the health care of the person addressed in the cover letter. The questionnaire should be completed by that person. If you are not the addressee, please give this survey to the person named in the cover letter.

1. Are you the person whose name appears on the mailing label of this envelope?

- ☐ Yes **Go to Question 2**
☐ No **Please give this questionnaire to the person addressed on the envelope.**

2. By which of the following health plans are you currently covered? (Active duty service members are automatically covered by TRICARE Prime or TRICARE Prime Remote.) MARK ALL THAT APPLY.

a. Military Health Plans

- ☐ TRICARE Prime or TRICARE Prime Remote
☐ TRICARE Extra or Standard (CHAMPUS)
☐ TRICARE Plus
☐ TRICARE for Life

b. Other Health Plans

- ☐ Medicare
☐ Federal Employees Health Benefit Program (FEHBP)
☐ Medicaid
☐ A civilian HMO (such as Kaiser)
☐ Other civilian health insurance (such as Blue Cross)
☐ Uniformed Services Family Health Plan (USFHP)
☐ The Veterans Administration (VA)
☐ Not Sure

3. Currently, are you covered by Medicare Part A? Medicare is the federal health insurance program for people aged 65 or older and for certain disabled people. Medicare Part A helps pay for inpatient hospital care.

- ☐ Yes, I am now covered by Medicare Part A
☐ No, I am not covered by Medicare Part A



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4. **Currently, are you covered by Medicare Part B?** Medicare is the federal health insurance program for people aged 65 or older and for certain disabled people. Medicare Part B helps pay for doctor's services, outpatient hospital services, and certain other services.

☐ Yes, I am now covered by Medicare Part B
☐ No, I am not covered by Medicare Part B

5. **Currently, are you covered by Medicare supplemental insurance?** Medicare supplemental insurance, also called Medigap or MediSup, is usually obtained from private insurance companies and covers some of the costs not paid for by Medicare.

☐ Yes, I am now covered by Medicare supplemental insurance
☐ No, I am not covered by Medicare supplemental insurance

6. **Which health plan did you use for all or most of your healthcare in the last 12 months? MARK ONLY ONE.**

☐ TRICARE Prime or TRICARE Prime Remote
☐ TRICARE Extra or Standard (CHAMPUS)
☐ TRICARE Plus
☐ Medicare
☐ Federal Employees Health Benefit Program (FEHBP)
☐ Medicaid
☐ A civilian HMO (such as Kaiser)
☐ Other civilian health insurance (such as Blue Cross)
☐ Uniformed Services Family Health Plans (USFHP)
☐ The Veterans Administration (VA)
☐ Not sure
☐ Did not use any health plan in the last 12 months **Go to Question 8**

For the remainder of this questionnaire, the term health plan refers to the plan you indicated in Question 6.

7. **How many months or years in a row have you been in this health plan?**

☐ Less than 6 months
☐ 6 up to 12 months
☐ 12 up to 24 months
☐ 2 up to 5 years
☐ 5 up to 10 years
☐ 10 or more years

----- YOUR PERSONAL DOCTOR, OR NURSE -----

The next questions ask about your own healthcare. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

8. **A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.**

When you joined your health plan or at any time since then, did you get a new personal doctor or nurse?

☐ Yes ☐ No **Go to Question 10**

9. **With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?**

☐ A big problem
☐ A small problem
☐ Not a problem
☐ I didn't get a new personal doctor or nurse.

10. **Do you have one person you think of as your personal doctor or nurse?**

☐ Yes ☐ No **Go to Question 12**

11. **We want to know your rating of your personal doctor or nurse.**

Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?

☐ 0 Worst personal doctor or nurse possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best personal doctor or nurse possible
☐ I don't have a personal doctor or nurse.



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---- GETTING HEALTHCARE FROM A SPECIALIST ----

When you answer the next questions, do not include dental visits.

12. **Specialists** are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of healthcare.

In the last 12 months, did you or a doctor or nurse think you needed to see a specialist?

☐ Yes ☐ No **Go to Question 14**

13. In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?

- ☐ A big problem
☐ A small problem
☐ Not a problem
☐ I didn't need to see a specialist in the last 12 months.

14. In the last 12 months, did you see a specialist?

☐ Yes ☐ No **Go to Question 17**

15. We want to know your rating of the specialist you saw most often in the last 12 months, including a personal doctor if he or she was a specialist.

Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?

- ☐ 0 Worst specialist possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best specialist possible
☐ I didn't see a specialist in the last 12 months.

16. In the last 12 months, was the specialist you saw most often the same doctor as your personal doctor?

- ☐ Yes
☐ No
☐ I don't have a personal doctor or I didn't see a specialist in the last 12 months.

----- CALLING DOCTORS' OFFICES -----

17. In the last 12 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?

☐ Yes ☐ No **Go to Question 19**

18. In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ I didn't call for help or advice during regular office hours in the last 12 months.

----- YOUR HEALTHCARE IN THE LAST 12 MONTHS -----

19. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for healthcare.

In the last 12 months, did you make any appointments with a doctor or other health provider for regular or routine healthcare?

☐ Yes ☐ No **Go to Question 22**



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20. In the last 12 months, how often did you get an appointment for regular or routine healthcare as soon as you wanted?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I didn't need an appointment for regular or routine care in the last 12 months.

21. In the last 12 months, how many days did you usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

- ☐ Same day
- ☐ 1 day
- ☐ 2-3 days
- ☐ 4-7 days
- ☐ 8-14 days
- ☐ 15-30 days
- ☐ 31 days or longer
- ☐ I tried but could not get an appointment.
- ☐ I didn't need an appointment for regular or routine care in the last 12 months.

22. In the last 12 months, did you have an illness or injury that needed care right away from a doctor's office, clinic, or emergency room?

- ☐ Yes ☐ No Go to Question 25

23. In the last 12 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I didn't need care right away for an illness or injury in last 12 months.

24. In the last 12 months, how long did you usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

- ☐ Same day
- ☐ 1 day
- ☐ 2 days
- ☐ 3 days
- ☐ 4-7 days
- ☐ 8-14 days
- ☐ 15 days or longer
- ☐ I didn't need care right away for an illness or injury in the last 12 months.

25. In the last 12 months, how many times did you go to an emergency room to get care for yourself?

- ☐ None
- ☐ 1
- ☐ 2-3
- ☐ 4-6
- ☐ More than 6

26. In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?

- ☐ None Go to Question 37
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more

27. In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I had no visits in the last 12 months.

28. In the last 12 months, how much of a problem, if any, were delays in healthcare while you waited for approval from your health plan?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I had no visits in the last 12 months.



29. In the last 12 months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I had no visits in the last 12 months.

30. In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I had no visits in the last 12 months.

31. In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I had no visits in the last 12 months.

32. In the last 12 months, how often did doctors or other health providers listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I had no visits in the last 12 months.

33. In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I had no visits in the last 12 months.

34. In the last 12 months, how often did doctors or other health providers show respect for what you had to say?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I had no visits in the last 12 months.

35. In the last 12 months, how often did doctors or other health providers spend enough time with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I had no visits in the last 12 months.

36. We want to know your rating of all your healthcare in the last 12 months from all doctors and other health providers.

Use any number from 0 to 10 where 0 is the worst healthcare possible, and 10 is the best healthcare possible. How would you rate all your healthcare?

- ☐ 0 Worst healthcare possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best healthcare possible
- ☐ I had no visits in the last 12 months.

37. In the last 12 months, where did you go most often for your healthcare? **MARK ONLY ONE ANSWER.**

- ☐ A military facility - This includes: Military clinic, Military hospital, PRIMUS clinic, NAVCARE clinic
- ☐ A civilian facility - This includes: Doctor's office, Clinic, Hospital, Civilian TRICARE contractor
- ☐ Uniformed Services Family Health Plan facility (USFHP)
- ☐ Veterans Affairs (VA) clinic or hospital
- ☐ I went to none of the listed types of facilities in the last 12 months.



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----- PRESCRIPTION MEDICINE -----

38. In the last 90 days, have you filled any prescriptions? A prescription means either a new prescription or a refill of an old prescription.

☐ Yes ☐ No **Go to Question 63**

39. How far do you have to travel from where you live to use a military treatment facility (MTF) pharmacy.

- ☐ I live on a military installation containing a pharmacy
- ☐ Less than 5 miles
- ☐ At least 5 miles but less than 10 miles
- ☐ At least 10 miles but less than 15 miles
- ☐ At least 15 miles

40. In the last 90 days, have you filled any prescriptions at a MTF pharmacy? A prescription means either a new prescription or a refill of an old prescription.

- ☐ Yes, new prescriptions only
- ☐ Yes, refills only **Go to Question 42**
- ☐ Yes, both new prescriptions and refills
- ☐ No **Go to Question 45**

41. In the last 90 days, when you filled new prescriptions at a MTF pharmacy, what kind of information about your medications did you usually receive?

- ☐ Verbal instructions or information
- ☐ Written instructions or information provided with the prescription
- ☐ Both written and verbal instructions or information
- ☐ No information at all
- ☐ I did not fill any new prescriptions at a MTF

42. In the last 90 days, how often did you have to wait more than 30 minutes at a MTF pharmacy for your prescription to be filled?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

43. In the last 90 days, why did you choose to fill your prescriptions at a MTF pharmacy? MARK ALL THAT APPLY

- ☐ I was at the MTF for a medical appointment
- ☐ I was visiting the military installation for another reason
- ☐ The MTF pharmacy is conveniently located
- ☐ Prescription drugs are free at the MTF pharmacy
- ☐ I like the service at the MTF pharmacy
- ☐ My doctor recommended I use the MTF pharmacy
- ☐ I get better instructions and information at the MTF pharmacy than at other pharmacies
- ☐ I trust the MTF pharmacy more than others to fill prescriptions correctly

44. We want to know your rating of the MTF pharmacy where you filled prescriptions in the last 90 days.

Use any number from 0 to 10 where 0 is the worst pharmacy possible, and 10 is the best pharmacy. How would you rate your MTF pharmacy now?

- ☐ 0 Worst pharmacy possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best pharmacy possible
- ☐ I did not fill any prescriptions at a MTF pharmacy

TRICARE retail network pharmacies are civilian pharmacies that sign agreements to work with TRICARE. At network pharmacies, you pay only a small copay for a 30-day supply of a prescription drug. At non-network civilian pharmacies, you may have to pay the full cost of the prescription and file claims for reimbursement. You then must pay a deductible and a larger copay.

45. How far do you have to travel, from your home or workplace to use a TRICARE retail network pharmacy?

- ☐ Less than 2 miles
- ☐ At least 2 miles but less than 5 miles
- ☐ At least 5 miles but less than 15 miles
- ☐ At least 15 miles
- ☐ Don't Know



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46. In the last 90 days, have you filled any prescriptions at a TRICARE retail network pharmacy? A prescription means either a new prescription or a refill of an old prescription.

- ☐ Yes, new prescriptions only
- ☐ Yes, refills only **Go to Question 48**
- ☐ Yes, both new prescriptions and refills
- ☐ No **Go to Question 52**

47. In the last 90 days, when you filled new prescriptions at a TRICARE retail network pharmacy, what kind of information about your medications did you usually receive?

- ☐ Verbal instructions or information
- ☐ Written instructions or information provided with the prescription
- ☐ Both written and verbal instructions or information
- ☐ No information at all
- ☐ I did not fill any new prescriptions at a network pharmacy

48. In the last 90 days, how often did you have to wait more than 30 minutes at a TRICARE retail network pharmacy for your prescription to be filled?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

49. In the last 90 days, have you filled any prescriptions at a TRICARE retail network pharmacy for medications you have been taking or will take for a long time (at least 90 days)?

- ☐ Yes
- ☐ No **Go to Question 51**

50. In the last 90 days, why did you choose to fill your long term prescriptions at a TRICARE retail network pharmacy? MARK ALL THAT APPLY

- ☐ I do not know how to get drugs through the mail order pharmacy
- ☐ I do not feel comfortable getting drugs through the mail
- ☐ The network pharmacy is most convenient
- ☐ The mail order pharmacy does not have the medication I need
- ☐ I like the service at the network pharmacy
- ☐ I get better instructions and information at the network pharmacy than at other pharmacies
- ☐ The MTF pharmacy does not have the medication I need
- ☐ I trust the network pharmacy more than others to fill prescriptions correctly

51. We want to know your rating of the TRICARE retail network pharmacy where you filled prescriptions in the last 90 days.

Use any number from 0 to 10 where 0 is the worst pharmacy possible, and 10 is the best pharmacy. How would you rate your network pharmacy now?

- ☐ 0 Worst pharmacy possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best pharmacy possible
- ☐ I did not fill any prescriptions at a network pharmacy

52. In the last 90 days, have you filled any prescriptions at a non-network civilian pharmacy? A prescription means either a new prescription or a refill of an old prescription.

- ☐ Yes, new prescriptions only
- ☐ Yes, refills only **Go to Question 54**
- ☐ Yes, both new prescriptions and refills
- ☐ No **Go to Question 58**



53. In the last 90 days, when you filled new prescriptions at a non-network pharmacy, what kind of information about your medications did you usually receive?

- ☐ Verbal instructions or information
- ☐ Written instructions or information provided with the prescription
- ☐ Both written and verbal instructions or information
- ☐ No information at all
- ☐ I did not fill any new prescriptions at a network pharmacy

54. In the last 90 days, did you file any claims for prescriptions that you filled at non-network pharmacies?

- ☐ Yes ☐ No **Go to Question 56**

55. In the last 90 days, what problems, if any, did you encounter with your claims? **MARK ALL THAT APPLY.**

- ☐ None
- ☐ Instructions for completing the claim form were difficult to understand
- ☐ It was difficult to obtain a claim form
- ☐ It took more than 20 days for my claim to be processed

56. In the last 90 days, why did you choose to fill your prescription at a non-network pharmacy? **MARK ALL THAT APPLY**

- ☐ I used other health insurance (not TRICARE)
- ☐ I was traveling
- ☐ The network pharmacy is not conveniently located
- ☐ I did not know how to determine if the pharmacy was in the network
- ☐ I prefer the non-network pharmacy
- ☐ I did not know there was a difference between network and non-network pharmacies

57. We want to know your rating of the non-network civilian pharmacy where you filled prescriptions in the last 90 days.

Use any number from 0 to 10 where 0 is the worst pharmacy possible, and 10 is the best pharmacy. How would you rate your non-network pharmacy now?

- ☐ 0 Worst pharmacy possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best pharmacy possible
- ☐ I did not fill any prescriptions at a non-network pharmacy.

The TRICARE mail order pharmacy enables you to get drugs from TRICARE through the mail. Through the mail order pharmacy, you may fill a prescription for a 90-day supply of most drugs for a small copay.

58. In the last 90 days, have you filled any prescriptions through the TRICARE mail order pharmacy? A prescription means either a new prescription or a refill of an old prescription.

- ☐ Yes, new prescriptions only
- ☐ Yes, refills only
- ☐ Yes, both new prescriptions and refills
- ☐ No **Go to Question 63**

59. In the last 90 days, how often did you get prescription drugs from the TRICARE mail order pharmacy within 14 days of the day you placed your order.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not order drugs from the mail-order pharmacy



60. In the last 90 days, have you tried to use the Express Scripts website to order refills? Express Scripts is the contractor that operates the TRICARE mail order pharmacy.

☐ Yes ☐ No **Go to Question 62**

61. In the last 90 days, how much of a problem, if any, was it to order refills on the Express Scripts website?

- ☐ A big problem
- ☐ A small problem
- ☐ No problem
- ☐ I did not try to use the Express Scripts website

62. We want to know your rating of the TRICARE mail order pharmacy.

Use any number from 0 to 10 where 0 is the worst pharmacy possible, and 10 is the best pharmacy. How would you rate that pharmacy now?

- ☐ 0 Worst pharmacy possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best pharmacy possible
- ☐ I did not fill any prescriptions at the mail order pharmacy.

----- TRICARE'S CIVILIAN NETWORK -----

The following questions ask about your experiences with the TRICARE civilian provider network. TRICARE, including TRICARE Prime and Extra, is the healthcare system of the Department of Defense that provides care for active duty and retired military personnel and their dependents. TRICARE includes the hospitals, clinics and pharmacies of the three services, supplemented by a civilian network. The TRICARE civilian provider network is made up of the doctors, clinics, hospitals and other health care providers who are part of DoD's preferred provider pool. The next six questions refer to health services you received from the civilian network.

63. In the past 12 months, how much of your healthcare did you receive from the TRICARE civilian provider network?

- ☐ All of my healthcare
- ☐ Most of my healthcare
- ☐ Some of my healthcare
- ☐ None of my healthcare
- ☐ I did not need healthcare in the past 12 months **Go to Question 69**

64. In the past 12 months, how much of a problem was it to get the healthcare you wanted from the TRICARE civilian provider network?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I did not try to get healthcare from the civilian network

65. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

In the past 12 months, how much of a problem was it to find a conveniently located doctor from the TRICARE civilian provider network?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I did not try to find a personal doctor from the civilian network



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66. In the past 12 months, how much of a problem was it to find a conveniently located lab or x-ray facility in the TRICARE civilian provider network?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I did not try to find a lab or x-ray facility in the civilian network

67. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of healthcare.

In the past 12 months, how much of a problem was it to find a conveniently located specialist from the TRICARE civilian provider network?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I did not try to find a specialist in the civilian network.

68. In the past 12 months, did you learn that a doctor whom you wanted to see had left the TRICARE civilian provider network?

- ☐ Yes
- ☐ No
- ☐ I did not want to see any network doctors

----- YOUR HEALTH PLAN -----

The next questions ask about your experience with your health plan. By your health plan, we mean the health plan you marked in Question 6.

69. Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you.

In the last 12 months, did you or anyone else send in any claims to your health plan?

- ☐ Yes
- ☐ No Go to Question 73
- ☐ Don't know Go to Question 73

70. In the last 12 months, how often did your health plan handle your claims in a reasonable time?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ Don't know
- ☐ No claims were sent for me in the last 12 months.

71. In the last 12 months, how often did your health plan handle your claims correctly?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ Don't know
- ☐ No claims were sent for me in the last 12 months.

72. In the last 12 months, before you went for care, how often did your health plan make it clear how much you would have to pay?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ Don't know
- ☐ No claims were sent for me in the last 12 months.

73. In the last 12 months, did you look for any information in written materials from your health plan?

- ☐ Yes
- ☐ No Go to Question 75

74. In the last 12 months, how much of a problem, if any, was it to find or understand information in the written materials?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I didn't look for information from my health plan in the last 12 months.

75. In the last 12 months, did you call your health plan's customer service to get information or help?

- ☐ Yes
- ☐ No Go to Question 77



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76. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I didn't call my health plan's customer service in the last 12 months.

77. In the last 12 months, have you called or written your health plan with a complaint or problem?

- ☐ Yes
 - ☐ No
- Go to Question 80

78. How long did it take for the health plan to resolve your complaint?

- ☐ Same day
- ☐ 1 week
- ☐ 2 weeks
- ☐ 3 weeks
- ☐ 4 or more weeks
- ☐ I am still waiting for it to be settled.
- ☐ I haven't called or written with a complaint or problem in the last 12 months.

79. Was your complaint or problem settled to your satisfaction?

- ☐ Yes
- ☐ No
- ☐ I am still waiting for it to be settled.
- ☐ I haven't called or written with a complaint or problem in the last 12 months.

80. Paperwork means things like having your records changed, processing forms, or other paperwork related to getting care.

In the last 12 months, did you have any experiences with paperwork for your health plan?

- ☐ Yes
 - ☐ No
- Go to Question 82

81. In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?

- ☐ A big problem
- ☐ A small problem
- ☐ Not a problem
- ☐ I didn't have any experiences with paperwork for my health plan in the last 12 months.

82. We want to know your rating of all your experience with your health plan.

Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?

- ☐ 0 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

83. If you are currently enrolled in TRICARE Prime, how likely are you to disenroll from TRICARE Prime for a different type of health plan in the next 12 months?

- ☐ Very unlikely
- ☐ Unlikely
- ☐ Neither likely nor unlikely
- ☐ Likely
- ☐ Very likely
- ☐ Not sure
- ☐ I am not currently enrolled in TRICARE Prime



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----- PREVENTATIVE CARE -----

Preventative care is medical care you receive that is intended to maintain your good health or prevent a future medical problem. A physical or a cholesterol screening are examples of preventative care.

84. When did you last have a blood pressure reading?

- ☐ Less than 12 months ago
- ☐ 1 to 2 years ago
- ☐ More than 2 years ago

85. Do you know if your blood pressure is too high?

- ☐ Yes, it is too high
- ☐ No, it is not too high
- ☐ Don't know

86. When did you last have a cholesterol screening, that is, a test to determine the level of cholesterol in your blood?

- ☐ Less than 12 months ago
- ☐ 1 to 2 years ago
- ☐ More than 2 but less than 5 years ago
- ☐ 5 or more years ago
- ☐ Never had a cholesterol screening

87. When did you last have a flu shot?

- ☐ Less than 12 months ago
- ☐ 1 to 2 years ago
- ☐ More than 2 years ago
- ☐ Never had a flu shot

88. Have you ever smoked at least 100 cigarettes in your entire life?

- ☐ Yes
- ☐ No **Go to Question 92**
- ☐ Don't know **Go to Question 92**

89. Do you now smoke every day, some days or not at all?

- ☐ Every day **Go to Question 91**
- ☐ Some days **Go to Question 91**
- ☐ Not at all **Go to Question 90**
- ☐ Don't know **Go to Question 92**

90. How long has it been since you quit smoking cigarettes?

- ☐ Less than 12 months **Go to Question 91**
- ☐ 12 months or more **Go to Question 92**
- ☐ Don't know **Go to Question 92**

91. In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

- ☐ None
- ☐ 1 visit
- ☐ 2 to 4 visits
- ☐ 5 to 9 visits
- ☐ 10 or more visits
- ☐ I had no visits in the last 12 months.

92. Are you male or female?

- ☐ Male **Go to Question 93**
- ☐ Female **Go to Question 94**

93. When was the last time you had a prostate gland examination or blood test for prostate disease?

- ☐ Within the last 12 months
- ☐ 1 to 2 years ago
- ☐ More than 2 but less than 5 years ago
- ☐ 5 or more years ago
- ☐ Never had a prostate gland examination

Go to Question 101

94. When did you last have a Pap smear test?

- ☐ Within the last 12 months
- ☐ 1 to 3 years ago
- ☐ More than 3 but less than 5 years ago
- ☐ 5 or more years ago
- ☐ Never had a Pap smear test

95. Are you under age 40?

- ☐ Yes **Go to Question 98**
- ☐ No



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96. When was the last time your breasts were checked by mammography?

- ☐ Within the last 12 months
- ☐ 1 to 2 years ago
- ☐ More than 2 but less than 5 years ago
- ☐ 5 or more years ago
- ☐ Never had a mammogram

97. When was the last time you had a breast exam by a healthcare professional?

- ☐ Within the last 12 months
- ☐ 1 to 2 years ago
- ☐ More than 2 but less than 5 years ago
- ☐ 5 or more years ago
- ☐ Never had a breast exam

98. Have you been pregnant in the last 12 months or are you pregnant now?

- ☐ Yes, I am currently pregnant **Go to Question 99**
- ☐ No, I am not currently pregnant, but have been pregnant in the past 12 months **Go to Question 100**
- ☐ No, I am not currently pregnant, and have not been pregnant in the past 12 months **Go to Question 101**

99. In what trimester is your pregnancy?

- ☐ First trimester
- ☐ Second trimester
- ☐ Third trimester

100. In which trimester did you first receive prenatal care?

- ☐ First trimester
- ☐ Second trimester
- ☐ Third trimester
- ☐ Did not receive prenatal care

----- ABOUT YOU -----

101. Would you say that in general your health is:

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

102. Are you limited in any way in any activities because of any impairment or health problem?

- ☐ Yes
- ☐ No

103. Thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |

104. Thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |



105. During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |

106. During the past 30 days, for about how many days did pain make it hard for you to do your usual activities, such as self-care, work, or recreation?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |

107. During the past 30 days, for about how many days have you felt sad, blue, or depressed?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |

108. During the past 30 days, for about how many days have you felt worried, tense or anxious?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |

109. During the past 30 days, for about how many days have you felt you did not get enough rest or sleep?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |

110. During the past 30 days, for about how many days have you felt very healthy and full of energy?

- | | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 7 | <input type="radio"/> 14 | <input type="radio"/> 21 | <input type="radio"/> 28 |
| <input type="radio"/> 1 | <input type="radio"/> 8 | <input type="radio"/> 15 | <input type="radio"/> 22 | <input type="radio"/> 29 |
| <input type="radio"/> 2 | <input type="radio"/> 9 | <input type="radio"/> 16 | <input type="radio"/> 23 | <input type="radio"/> 30 |
| <input type="radio"/> 3 | <input type="radio"/> 10 | <input type="radio"/> 17 | <input type="radio"/> 24 | |
| <input type="radio"/> 4 | <input type="radio"/> 11 | <input type="radio"/> 18 | <input type="radio"/> 25 | |
| <input type="radio"/> 5 | <input type="radio"/> 12 | <input type="radio"/> 19 | <input type="radio"/> 26 | |
| <input type="radio"/> 6 | <input type="radio"/> 13 | <input type="radio"/> 20 | <input type="radio"/> 27 | |

111. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

112. Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)

- ☐ No, not Spanish, Hispanic, or Latino
- ☐ Yes, Mexican, Mexican American, Chicano
- ☐ Yes, Puerto Rican
- ☐ Yes, Cuban
- ☐ Yes, other Spanish, Hispanic, or Latino

113. What is your race? (Mark ONE OR MORE races to indicate what you consider yourself to be.)

- ☐ White
- ☐ Black or African American
- ☐ American Indian or Alaska Native
- ☐ Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)
- ☐ Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian, or Chamorro)



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114. What is your age now?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY! Your generous contribution will greatly aid efforts to improve the health of our military community.

Return your survey in the postage-paid envelope. If envelope is missing, please send to: National Research Corporation, Survey Processing Center, PO BOX 82660, Lincoln, NE 68501-9465



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